SBC Wholesale Billing Docket
6720-TI-183

Issues Update Summary Table

This document lists the changes in status, new action items and progress made in the first set of technical hearings, held on September 15-17, 2003.

It is current as of September 25, 2003.

Issue	Update
AT&T-1	
AT&T-2	
AT&T-3	
AT&T-4	
AT&T-5	
AT&T-6	
COVAD-1	Withdrawn by E-mail dated 9/18/2003.
COVAD-2	Withdrawn by E-mail dated 9/18/2003.
COVAD-3	Withdrawn by E-mail dated 9/18/2003.
COVAD-4	Withdrawn by E-mail dated 9/18/2003.
COVAD-5	Withdrawn by E-mail dated 9/18/2003.
DELTA-1	
DELTA-2	
DELTA-3	
DELTA-4	
DELTA-5	
DELTA-6	
DELTA-7	
DELTA-8	
MCI-1	
MCI-2	
MCI-3	
MCI-4	
MCI-5	
MCI-6	
MCI-7	
MCI-8	
MCI-9	
MCI-10	
MCI-11	
MCI-12	
NTD – 1	9/15/03: SBC will investigate what identifying information can be included on the bill. SBC will investigate provision of resolution notices. SBC will investigate how to present partial dispute resolutions. NTD to provide a flow

Issue	Update
	chart showing dispute v. credits.
NTD – 2	9/15/03: SBC is investigating a system change to automatically include the CLEC service order number in the remarks field. Further research necessary based on examples to be provided by NTD. SBC will investigate which CLEC(s) requested the additional information added to UNE loop orders in Oct. 2002.
NTD – 3	9/15/03: NTD to get SBC more examples for further investigation. SBC will look at the possibility of a system change to detect and screen service rep. errors. SBC will investigate and report back which CLECs requested the October, 2002 change to put the PON in the remarks field.
NTD – 4	
NTD – 5	9/15/03: NTD to get further examples to SBC. SBC will perform reconciliation to contract rates.
NTD – 6	9/15/03: SBC to check system edit capability and report back. NTD to provide more examples for SBC to investigate.
NTD – 7	
NTD – 8	9/15/03: NTD to provide further examples for SBC to investigate. This issue may be addressed though the USOC evaluations under issue TDS-2.
NTD- 9	
NTD-10	
NTD-11	
SAGE-1	9/16/03: Split the issue: Part 1: Who is liable for these charges? This is a dispute under the parties' current interconnection agreement (§196.199 dispute) and is not appropriate as an issue in this docket. Part 2: Should these charges appear on the wholesale bill? That issue is in the docket.

The parties agreed to negotiate further for three weeks. If no resolution is reached, the parties will file a joint petition to the Commission for dispute resolution. Further, the parties will attempt to reach an understanding as to how this issue will be handled pending the outcome of the Commission's decision. |
SBC-1	
SBC-2	Withdrawn only with respect to TWTC by E-mail dated 9/25/2003.
SBC-3	
SBC-4	Withdrawn only with respect to TWTC by E-mail dated 9/25/2003.
TDS – 1	9/15/03: TDS will restate the issue. TDS submitted its restated issue on 9/17. SBC to respond to the restated issue.
TDS – 2	9/15/03: SBC will investigate the feasibility/capability of: a) Downloading CLEC-specific rate tables by USOC, b) Incorporating CLEC input into the rate table validation process, and c) Reviewing USOC examples with the goal of identifying the events or occurrences (triggers) that could result in these USOCs appearing on a CLEC's bill. CLECs supplied the following USOC examples to SBC: (1)

Issue	Update
	SEPUP/SEPUC; (2) MVV/VRP; (3) NRBXZ-conditioning charge; (4) U2HXA – standard 2-wire analog line; (5) NR9UU and NR9UV. SBC offered to prepare an annotated reference document in response to TDS' issues including a diagram of rate table entry process.
TDS – 3	9/15/03: TDS will begin an investigation on its circuits. It has some discrepancies with SBC's inventory for T-1s. TDS will provide info on these T-1s to SBC. SBC will investigate and committed to perform a reconciliation. Periodic reconciliations may also be needed. Is a similar report available for circuits as is available for lines? SBC will investigate whether CLEC Online allows CLECs to check circuit information, thus allowing the CLEC to compare that to its bills. If not, SBC will investigate whether it can set up a similar report for circuits.
TDS – 4	
TDS – 5	
TDS – 6	9/16/03: No further investigation needed. It was agreed that a "best practice" would be to see if bills are being accurately generated after a platform or system change.
TDS – 7	
TDS – 8	9/16/03: Will be resolved in TDS-2, TDS-37 and/or through business-to-business discussions (e.g. TDS submits a claim).
TDS – 9	9/16/03: Closed as a separate issue. Agreement that it is addressed in TDS-20.
TDS – 10	9/16/03: SBC has implemented a new system (MEDS) that notifies the service reps of this problem. That system was not in place when problems that form the basis of this issue occurred. This issue is related to TDS-13. SBC will provide further explanation of MEDS and determine whether MEDS-like systems are in use in all order areas, including collocation.
TDS – 11	9/16/03: This problem has been resolved. The problem was service rep. error, in that the programming to update the rate table was not done. SBC will monitor until everyone is satisfied that the problem is resolved. SBC is looking into whether & how the process can accommodate CLEC review after the CABS programming test. (Related to TDS-2).
TDS – 12	9/16/03: SBC is in the process of mechanizing the process for which a "job aide" had been created. An accessible letter will be issued regarding this automation. SBC will provide a progress report in October. Also, SBC will determine whether the default should be set for zero-rating.
TDS – 13	Deferred to TDS-10 related to MEDS.
TDS – 14	
TDS – 15	
TDS – 16	Deferred to TDS-12.
TDS – 17	9/16/03: Will be discussed in Oct. when the SBC SME is available. At that time, Gert Anderson will provide description of the process and calculations for LPC credits. To be handled with TDS-22.

Issue	Update
TDS – 18	9/16/03: SBC will rework its response based on examples TDS will provide where the identifier is missing, not just misclassified. SBC will review and report on the last 3 releases to see if system enhancements had an impact on billing. Relates to TDS-25 as well.
TDS – 19	9/16/03: TDS to evaluate and may pursue more specific terms on backbilling process in its next ICA.
TDS – 20	9/16/03: Parties will work this issue on a business-to-business basis. Amounts will be provided on a single or small number of BANs, unless the CLEC requests more. Larger numbers of lines will result in additional processing time. NTD issue – BANs not available for a partial credit – SBC will investigate. TWTC to get details on its concerns to SBC.
TDS – 21	9/17/03: TDS to get examples to Kathy Wilkinson, SBC. SBC to tell what policy and procedures, if any, apply to WI for collocation shutdown.
TDS - 22	9/16/03: SBC will provide Gert Anderson of the Collections Group in the Oct. session. SBC will also see if LPCs can be added to the settlement process checklist.
TDS – 23	9/17/03: SBC will discuss with its staff to be more sensitive to areas where information is insufficient. For complex and new products/services, where information not available on CLEC Online, SBC will assist in getting info to CLEC. SBC will also investigate putting examples on CLEC Online. SBC doesn't have professional resources available to price out commonly ordered products and services. Issue settled.
TDS – 24	9/17/03: This issue will be handled by the parties outside this docket. CLOSED
TDS – 25	9/17/03: Related to TDS-18. SBC will investigate whether the service code can be left blank, and, if so, what would be required to change that. SBC will review the last 3 releases and summarize any enhancements to billing and improvements and mechanization of the process, including how it relates to the service ordering system.
TDS – 26	9/17/03: Status report in October on trial.
TDS - 27	9/17/03: SBC has and will continue to file the CLEC User Forum and subteam updates. Commission will take official notice of the subteam minutes/reports as filed in docket 6720-TI-182 on 8/28/03. Also, related to TDS-1. Otherwise CLOSED.
TDS – 28	9/17/03: Parties agree to retract this issue or they will restate this complaint and address any relief the parties seek elsewhere in this docket. Suspended.
TDS – 29	9/17/03: Action deferred pending further discussions with SBC.
TDS – 30	9/17/03: Parties will ensure that the TDS point codes and LERG are corrected. SBC and TDS will review all TDS point codes for accuracy. SBC is working on revised backbilling procedures which will become part of standard interconnection offering. SBC will file when available – probably 4th quarter 2003. Meanwhile, backbilling process should be discussed in contract negotiations.
TDS – 31	9/17/03: SBC will send transit rate info to CLEC after the review in contract administration. Related to TDS-2. SBC to investigate all the ways in which rate

Issue	Update
	table entries occur and see if other rates entered by those other means can be verified with CLEC input.
TDS – 32	9/17/03: SBC is examining mechanizing parts of this (collocation ordering) process, and preventing such human errors. Mechanization implementation runs through 4th quarter 2004. In the future, SBC commits to proactively communicating with CLECs when a physical inventory may impact future bills.
TDS – 33	9/17/03: Already covered in TDS-2.
TDS – 34	9/17/03: Deferred. TDS will either reframe or withdraw the issue.
TDS – 35	9/17/03: Both sides have a responsibility to notify other party of a billing issue ASAP, although for SBC it may be appropriate to first investigate to determine the scale and scope of the error. SBC will provide a summary of when and under which circumstances problems will be reported to an individual CLECs and when those will be reported to all CLECs or to CLEC Online.
TDS – 36	9/17/03: Parties have resolved the particulars. Overall issue captured in other issues. CLOSED
TDS – 37	9/17/03: SBC is in the process of modifying YZP ordering to check loop length via mechanized loop qualification and to reject overly long loops. Scheduled for implementation on Sept. 27, 2003. TDS will search for specific examples of billings that resulted from the lack of an automatic loop length check on YZP orders and share them with SBC.
TSI	
TWTC-1	Withdrawn by E-mail dated 9/25/2003.
TWTC-2	Withdrawn by E-mail dated 9/25/2003.
TWTC-3	Withdrawn by E-mail dated 9/25/2003.
TWTC-4	Withdrawn by E-mail dated 9/25/2003.
TWTC-5	Withdrawn by E-mail dated 9/25/2003.
TWTC-6	Withdrawn by E-mail dated 9/25/2003.

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